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**KENT FAMILY MEDIATION**

**SERVICE**

**COMPLAINTS PROCEDURE**

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| **Policy title:** | **KENT FAMILY MEDIATION SERVICE COMPLAINTS PROCEDURE** |

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| **Issue date:** | 01/07/17 | **Date policy is to be reviewed:** | **01 November**  |

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| **Version:** | 3 | **Issued by:** | KAREN CLARKE |

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| **Scope:** | Covering Complaints from Service Users, Partners and Staff |

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| **Review and consultation process:** | Annually from review date above |
| **Responsibility for Implementation & Training:** | Day to day responsibility for implementation: Karen Clarke, Service ManagerDay to day responsibility for training: Karen Clarke, Service Manager |

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| **Revisions:** |  |
| **Date:** | **Author:** | **Description:** |
| 01/11/17 | Karen Clarke | Update of Information |
| 01/11/18 | Karen Clarke | Checked for updates |
| 01/11/19 | Karen Clarke | Checked for updates |
| 09/11/20 | Karen Clarke | Checked for updates |
| 04/11/2110/05/22 | Karen ClarkeKaren Clarke | Checked for updatesUpdated in line with FMC’s updated policy |

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| **Distribution**  | Email distribution to all staff membersCopy in Office Manuel |

Kent Family Mediation Service aims to provide those entering mediation with the best possible service. However, from time to time there are occasions when users of our service may feel that the quality or level of service provided falls short of what can reasonably be expected. Our clients’ continued involvement and goodwill is of great value to us.

If you have a complaint, we would like you to tell us about it. We value the trouble you may take to explain why you are dissatisfied. Kent Family Mediation Service (KFMS) is able to accept complaints about any aspect of the service including the administration and the delivery of the mediation.

If you have a complaint about any of our services, please contact us and we will initially try to resolve your complaint informally, if this does not resolve the matter, we will follow the following complaints procedure.

**Making a complaint about the administration of Mediation Process**

If you have a complaint about the mediation office staff at KFMS, please send your complaint in writing to the Service Manager at the address set out below.

You will receive a written acknowledgement of your complaint within 5 working days. The Service Manager will then investigate the circumstances of the complaint through an interview with the staff member involved and may, in certain circumstances, undertake a telephone discussion with the complainant to clarify understanding.

If any delay is likely to the standard timeframe (because of a complex complaint or key people are on holiday or sick leave), we will inform you or this in writing and give you an indication of when they should expect a response.

You will receive a reply in writing within 15 working days of our receipt of the complaint. If you are unhappy with the response received from the Service Manager, you can write to our Chair or to our Lead Body as set out below.

**Making a complaint about Mediation**

Complaints should be made initially to the Mediator with a view to satisfactorily resolving the issue there and then. If the issue cannot be resolved directly with the mediator, or informally, the complaint should be submitted in writing to the Service Manager at KFMS.

You will receive a written acknowledgement of your complaint within 5 working days. The Service Manager will then speak with the Mediation Supervisor and the mediator and may contact the complainant to clarify aspects of the complaint if required.

If any delay is likely to the standard timeframe (because of a complex complaint or key people are on holiday or sick leave), we will inform you or this in writing and give you an indication of when they should expect a response.

You will receive a response to your complaint within 15 working days of our receipt of your complaint.

KFMS respectfully request that complainants notify the Service Manager within 15 working days of receiving a reply if they are content with how their complaint has been dealt with or whether they wish to take the matter further.

What to do if you are not happy with the response to your complaint

We request that write directly to our Chair of our Trustees at KFMS if you feel the matter has not been dealt adequately. In the event that you are still unhappy and wish to take up your complaint with a professional lead body, please submit a written complaint to the Family Mediation Council (details below).

**Making a complaint about the Separated Parents Information Programme (SPIP)**

Complaints should be made initially to the Trainer(s) with a view to satisfactorily resolving the issue there and then. If the issue cannot be resolved directly with the Trainer(s), or informally, the complaint should be submitted in writing to the Service Manager at KFMS.

You will receive a written acknowledgement of your complaint within 5 working days. The Service Manager will then speak with the SPIP Supervisor and the Trainer(s) and may contact the complainant to clarify aspects of the complaint if required.

If any delay is likely to the standard timeframe (because of a complex complaint or key people are on holiday or sick leave), we will inform you or this in writing and give you an indication of when they should expect a response.

You will receive a response to your complaint within 15 working days of our receipt of your complaint.

KFMS respectfully request that complainants notify the Service Manager within 15 working days of receiving a reply if they are content with how their complaint has been dealt with or whether they wish to take the matter further.

What to do if you are not happy with the response to your complaint

We request that write directly to our Chair of our Trustees at KFMS if you feel the matter has not been dealt adequately. In the event that you are still unhappy and wish to take up your complaint with Cafcass, please submit a written complaint to the National Commissioning Team at the email address below.

**TIMETABLE FOR PROCESSING A COMPLAINT:**

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| **PROCESS** | **TIMETABLE** |
| Acknowledgement of Complaint | 5 working days |
| Written response from KFMS to complainant | 15 working days |

**PERSON TO CONTACT TO MAKE A COMPLAINT**:

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| **ROLE** | **CONTACT** |
| KFMS Service Manager | Karen Clarke, KFMS, 2 Conqueror Court, Sittingbourne, ME10 5BHcontact@kentfms.co.uk |
| KFMS Chair of Board of Trustees | Michael Batey, c/o KFMS, 2 Conqueror Court, Sittingbourne, ME10 5BHcontact@kentfms.co.uk |
| Family Mediation Council | A complaint can be made to the FMSB by completing their complaints form which you can download [here](https://www.familymediationcouncil.org.uk/wp-content/uploads/2022/03/FMSB-Complaint-Form-V1.docx). Once completed, please send this form and any supporting documents to complaints@familymediationcouncil.org.uk |
| Cafcass National Commissioning | nct@cafcass.gov.uk. |